



NEWPORT NEWS, VA  
CITY OF OPPORTUNITY

JOB DESCRIPTION  
**PARENT EDUCATOR**  
HUMAN SERVICES

Human Resources Department  
700 Town Center Drive, Suite 200  
Newport News, VA 23606  
Phone: (757) 926-1800  
Fax: (757) 926-1825

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## **GENERAL STATEMENT OF RESPONSIBILITIES**

Under limited supervision, this position is responsible for providing parent education and training to customers. Reports to a Family Services Supervisor.

## **ESSENTIAL JOB FUNCTIONS**

Conducts home visits; provides parenting instruction during contacts with families, to include modeling, coaching and providing extensive parenting instruction in age appropriate and effective child behavior management techniques; offers instruction in budgeting and financial planning, parent effectiveness, child development, child management techniques, nutrition and meal planning, shopping, budget management, housekeeping, family planning, transportation and health care; works with families on needs assessments and goal development.

Monitors, evaluates and reports family interaction, progress and activities; intervenes as appropriate. Provides feedback to social workers regarding ongoing assessments of family situations, needs and progress; makes recommendations for modification of set family goals.

Educates families on available community resources when a crisis or emergency arises, assess and make community referrals; empowers parents to become self-sufficient.

Performs other duties as assigned.

## **PERFORMANCE STANDARD**

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

## **REQUIRED KNOWLEDGE**

- Human Services - Comprehensive knowledge of social work principles and practices including federal, state, and local regulations affecting human service programs. Knowledge of programs, social economic trends and behaviors that impact the delivery of human services.
- Case Management - Knowledge of case management techniques, principles and practices to evaluate and coordinate the delivery of public assistance to customers and their families.

## **REQUIRED SKILLS**

- **Critical Thinking** - Using logic and reasoning to understand, analyze, and evaluate complex situation and research information to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to the situation.
- **Judgment/Decision Making** - Evaluating the best method of research and then exercising appropriate judgment in establishing priorities and resolving complex matters. Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- **Interpersonal Relationships** - Develops and maintains cooperative and professional relationships with employees, managers, and representatives from other departments and organizations.
- **Computer Skills** - Utilizes a personal computer with word processing, spreadsheet and related software with reasonable speed and accuracy.

## **REQUIRED ABILITIES**

- **Time Management** - Ability to plan and organize daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology to meet strict deadlines.
- **Communication** - Excellent ability to communicate ideas and proposals effectively to diverse audiences to include preparing and conducting training, preparation of reports, and policies. Excellent ability to listen and understand information and ideas presented verbally and in writing.

## **EDUCATION AND EXPERIENCE**

Requires an Associates Degree in Human Services or a related field and 1-2 years of related work experience or an equivalent combination of education and experience. Bachelor's Degree preferred. Bilingual experience desirable.

## **ADDITIONAL REQUIREMENTS**

An acceptable general background check to include a local and state criminal history check and sex offender registry check.

A valid driver's license with an acceptable driving record.

Individuals in this position cannot be listed as having a founded child abuse or neglect complaint.

In the event of a declared emergency in the City of Newport News, individuals in this position are required to work shelter duty and may be called on to perform duties as required to provide for the safety and care of the citizens of the community.

## **PHYSICAL REQUIREMENTS**

- Requires the ability to exert light physical effort in sedentary to light work.
- Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).
- Tasks may involve extended periods of time at keyboard or work station.

## **SENSORY REQUIREMENTS**

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally.

## **ENVIRONMENTAL EXPOSURES**

Performance of essential functions may require exposure to adverse environmental conditions, such as traffic hazards, violent individuals, communicable diseases, or rude/irate customers.